

**Schedule of Rates, Rules and Regulations
Governing Resale of Basic Local Telecommunications Service
Provided in the State of Missouri**

OFFERED BY

Ciera Network Systems, Inc.
1250 Wood Branch Park Drive
Houston, Texas 77079

(T)
(T)

Applying generally to its authorized territories within the State of Missouri. This tariff applies to the Company's resale of Southwestern Bell Telephone Company (SWBT) basic local services (and only SWBT services), in specified exchanges within the Company's certificated area in the State of Missouri.

Filed
MO PSC

Issued: January 13, 2003

Effective: February 13, 2003

Issued By: Robert W. Livingston, Chief Executive Officer
1250 Wood Branch Park Drive
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MO10303

LIST OF WAIVED STATUTES AND REGULATIONS

Missouri Public
Service Commission

REC'D DEC 10 1999

The Missouri Public Service Commission in its order in the case of In the Matter Of the application of Ciera Network Systems, Inc. for a Certificate Authority to Provide Resold Basic Local Telecommunications Service in Portions of the State of Missouri and for Competitive Classification, Case No. TA-98-552, has classified the Company as competitive and has waived the following statutes and regulations:

STATUTES

Section 392.210.2	uniform system of accounts
Section 392.270	valuation of property (ratemaking)
Section 392.280	Depreciation accounts
Section 392.290.1	issuance of securities
Section 392.300.2	acquisition of stock
Section 392.310	stock and debt issuance
Section 392.320	stock dividend payment
Section 392.330	issuance of securities; debts and notes
Section 392.340	reorganizations

COMMISSION RULES

4 CSR 240-10.020	-	depreciation fund income
4 CSR 240-30.040	-	uniform system of accounts
4 CSR 240-35	-	reporting of bypass and customer specific arrangements

Missouri Public
Service Commission

00-385
FILED JAN 28 2000

Issued: December 10, 1999

Effective

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JAN 28 2000

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TARIFF FORMAT

REC'D DEC 10 1999

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new Pages are occasionally added to the tariff. When a new Page is added between Pages already in effect, a decimal is added. For example, a new Page added between Pages 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current Page version on file with the Mo. P.S.C. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the Mo. P.S.C. follows in its tariff approval process, the most current Page number on file with the Commission is not always the tariff page in effect.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.

Missouri Public
Service Commission
00-365
FILED JAN 28 2000

Issued: December 10, 1999

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Houston, Texas 77057

Effective: January 24, 2000

JAN 28 2000

EXPLANATION OF SYMBOLS

REC'D DEC 10 1999

Changes to this tariff are identified on the revised page (s) the use of symbols. The following are the symbols used and the changes indicated by them:

- (C) - To signify a changed regulation.
- (D) - To signify a discontinued rate or regulation.
- (I) - To signify an increase in rate or charge.
- (M) - To signify material relocated from one page to another without change.
- (N) - To signify a new rate or regulation.
- (R) - To signify a reduced rate or charge.
- (S) - To signify a correction or reissued matter.
- (T) - To signify a change in text but no change in rate or regulation.

**Missouri Public
Service Commission**
00-365
FILED JAN 28 2000

Issued: December 10, 1999

Robert W. Livingston
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Houston, Texas 77057

Effective

JAN 28 2000

**Missouri Public
Service Commission**

APPLICATION OF TARIFF

REC'D DEC 10 1999

This tariff contains the regulations, rates and charges applicable to the provision of resold basic local exchange service by Ciera Network Systems, Inc. for the use of customers transmitting messages in the state of Missouri.

Exchanges served are listed in section 3.1.1.

This tariff is on file with the Commission. In addition, this tariff is available for review at the main office of Ciera Network Systems, Inc. at 2630 Fountainview, Suite 300, Houston, Texas 77057 during normal business hours, Monday thru Friday, 8:00 AM – 5:00 PM.

Applications for initial or additional services made verbally or in writing become a contract on establishment of the service or facility.

**Missouri Public
Service Commission**
00 - 365
FILED JAN 28 2000

Issued: December 10, 1999

Robert W. Livingston
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Effective: January 24, 2000

JAN 28 2000

SECTION 1.0 - GENERAL REGULATIONS

REC'D DEC 10 1999

1.0 General

Ciera Network Systems, Inc. (hereinafter sometimes referred to as the "CNS" or the "Company") hereby includes in this Tariff, by reference Regulations and Discount Plans from CNS's Tariff P. S. C. Mo. No. 1, approved by and on file at the Missouri Public Service Commission, effective October 25, 1999.

Unless otherwise specified herein, the Company concurs in the applicable definitions, rules and regulations applying to and governing all Customers' Contracts set forth in SWBT's* General Exchange tariff on file with and approved by the Missouri Public Service Commission, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law, subject however to the additional obligations and regulations found in this tariff. These additional obligations and regulations are set out in subsequent sections of this concurrence.

The Company reserves the right to cancel and void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

1.1 Additional Obligations of the Company

1.1.1. E-911

- (A) CNS is obligated to supply the E-911 service provider in CNS's service area with accurate information necessary to update the E-911 database at the time CNS submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.
- (B) At the time CNS provides basic local service to a customer by means of CNS's own cable pair, or over any other exclusively owned facility, CNS will be obligated to make the necessary equipment or facility additions to the E-911 service provider's equipment in order to accurately and properly update the database for E-911.
- (C) CNS will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. CNS recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by CNS.
- (D) CNS will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo. 190.310.

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* The abbreviation "SWBT" used herein refers to Southwestern Bell Telephone Company.

SECTION 1.0 - GENERAL REGULATIONS, (CONT'D.)

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1.2 Advance Payments and Deposits

1.2.1 Advance Payments

The Company concurs in all rules and regulations governing advanced payments as detailed and approved by the Commission in SWBT's General Exchange Tariff. The amount charged as an advance payment, if any, shall be applied and credited to the customer's first month's bill.

1.2.2 Deposits

The Company may require an applicant for service to post a deposit if: The applicant has an undisputed, unpaid bill with any telephone company. In addition to any necessary service connection charges and application fee, the applicant will be required to pay a deposit in the amount of 1) for residential service applications, twice the average monthly billing for residential subscribers, or 2) for business service applications, twice the amount of the average monthly billing for business subscribers.

A deposit will not exceed the estimated charges for two (2) months' usage. The deposit will be returned or applied to the customers account:

- (A) When an application of service has been canceled prior to the establishment of service. The deposit will be applied to any charges applicable including installation charges and the excess portion of the deposit will be returned.
- (B) At the end of twelve (12) months of satisfactory credit history, the deposit will be applied to the customers account.
- (C) Upon cancellation of service, the Company will refund the customer's deposit or the balance in excess of unpaid bills for service.

The fact that a deposit has been made in no way relieves the Customer from complying with the regulations with respect to the prompt payment of bills on presentation.

On deposits held thirty (30) days or more, simple interest at the rate of nine percent (9%) per annum shall be credited annually to the account of the customer, or paid upon the return of the deposit, whichever occurs first. Interest will not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

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FILED JAN 28 2000

SECTION 1.0 - GENERAL REGULATIONS, (CONT'D.)

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REC'D DEC 10 1999

1.3 Billing

- 1.3.1 The company issues bills on a monthly basis with bills received by the customer on or about the same day each month.
- 1.3.2 The Company will not alter the billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notice is not required when the customer requests a number or billing change or when the customer disconnects and reconnects service from one premises to another.
- 1.3.3 The Company allows customers at least 21 days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240-33.040(3)&(4) as may be amended from time to time.
- 1.3.4 The Company charges 1.5% per month for delinquent past due residential balances.
- 1.3.5 The Company sets forth the following on bills.
- (A) The number of access lines for which the charges are stated.
 - (B) The beginning and ending dates of the billing period.
 - (C) The date the bill becomes delinquent if not paid on time.
 - (D) The unpaid balance (if any)
 - (E) The amount for basic service and an itemization of the amount due for toll service, if applicable including the date and duration of each toll call.
 - (F) An itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be appropriate.
 - (G) The total amount due.
 - (H) If applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated.
 - (I) A telephone number where inquiries may be made.
 - (J) If a deposit is being held by the company.

Missouri Public
Service Commission

00 - 365
FILED JAN 8 2000

Issued: December 10, 1999

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Effect

JAN 28 2000

SECTION 1.0 - GENERAL REGULATIONS, (CONT'D.)

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REC'D DEC 10 1999

1.3 Billing, (Cont'd.)

1.3.6 During the first billing period in which a customer receives service, the Company provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.

1.3.7 Service may be discontinued for any of the following reasons: non-payment of an undisputed charge; unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment; failure to substantially comply with terms of a settlement agreement; refusal after reasonable notice to permit inspection, maintenance or replacement of telephone utility equipment; material misrepresentation of identity in obtaining telephone utility service; or as approved by federal or state law. Service may not be discontinued by CNS for failure to pay charges not subject to the Commission's jurisdiction unless specifically authorized in CNS's Commission-approved tariffs. Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of CNS are not available to facilitate reconnection of service or on a day immediately preceding such a day. Customers shall have a minimum of 21 days from the rendition of a bill to pay the charges stated. Service shall not be discontinued unless written notice by first-class mail is sent or delivered to the customer at least 5 days prior to the date of the proposed discontinuance. At least 24 hours preceding a discontinuance CNS shall make reasonable efforts to contact the customer to advise them of the proposed discontinuance and what steps must be taken to avoid it.

1.3.8 Notices of Discontinuance shall contain the following information:

- (A) The name and address and telephone number of the customer.
- (B) The statement of the reason for the proposed discontinuance and the cost (to the customer) for reconnection.
- (C) The date after which the service will be discontinued unless the appropriate action is taken.
- (D) How a customer may avoid the discontinuance.
- (E) The customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full.
- (F) The telephone number where the customer may make an inquiry.
- (G) A statement that this notice will not be effective if the charges involved are part of an unresolved dispute.
- (H) A statement of the exception for medical emergencies as follows:

The Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide company with reasonable evidence of such necessity.

Missouri Public
Service Commission00-365
FILED JAN 28 2000

Issued: December 10, 1999

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Effective: 12/31/2000

JAN 28 2000

SECTION 1.0 - GENERAL REGULATIONS, (CONT'D.)

REC'D DEC 10 1999

1.3 Billing, (Cont'd.)

1.3.8 Settlement Agreement for Customers

When a customer is unable to pay a charge in full when due, the Company shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both the Company and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer. Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement agreement are followed.

1.4 Customer Bill of Rights

Pursuant to Missouri Public Service Commission Rule 240-33.060 (3) CNS will provide its customers with the following information at the time service is established.

1.4.1 Rights and Responsibilities of Missouri Residential Telephone Customers

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer.

1.4.2 Your Telephone Bill

You'll receive a telephone bill from us each month. Carrier provides Basic Local, Long Distance, Toll Free, Travel Card and Operator Services to customers. Carrier may require a deposit or advance payments for service. Payment in full is due within 21 days of the date of the bill. If we do not receive your payment within 21 days, your service is subject to Suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

1.4.3 Payment Arrangements

Payment must be sent to Carrier at the address printed on the bill or made at one of our Agent locations. Payment for service may be made by credit card or check, or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill please call Carrier immediately at 1 888-467-1844. By doing this, you may avoid having your phone service suspended or disconnected.

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**08-385
FILED JAN 28 2000**

SECTION 1.0 - GENERAL REGULATIONS, (CONT'D.)

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REC'D DEC 10 1999

1.4 Customer Bill of Rights, (Cont'd.)

1.4.4 Disconnection or Suspension of Telephone Service

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for 5 days and you will not be charged installation charges again, however a suspension fee will be accessed.

- (A) Nonpayment of any undisputed charges. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, Carrier will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
- (B) Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- (C) Refusal after reasonable notice to permit inspection, maintenance or replacement of telephone utility equipment.
- (D) Failure to substantially comply with terms of a settlement agreement.
- (E) Material misrepresentation of identity in obtaining telephone utility service.

1.4.5 Reconnection of Service

After local telephone service has been disconnected, Carrier will restore your service when the reason for the disconnection has been remedied. Before restoring your service, the following will be required:

- (A) Payment for all undisputed amounts must be received by the Carrier or its authorized agent.
- (B) Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended
- (C) Additional deposits may be required if telephone usage is greater than represented at initial installation.

Missouri Public
Service Commission
00 - 365
FILED JAN 28 2000

Issued: December 10, 1999

Robert W. Livingston
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Effective: [REDACTED]

JAN 28 2000

SECTION 1.0 – GENERAL REGULATIONS, (CONT'D.)

1.4 Customer Bill of Rights, (Cont'd.)

1.4.6 Procedures far Handling Inquiries and Complaints

Telephone inquiries may be directed to the Company at 1-888-467-1844. Written inquiries may be directed to:

Ciera Network Systems, Inc.
1250 Wood Branch Park Drive, Suite 500
Houston, Texas 77079

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1.4.7 Filing a Complaint with the Missouri Public Service Commission

If Carrier cannot resolve your complaint, you may call the Missouri Public Service Commission located at 301 West High Street, 5th Floor Jefferson City, Missouri 65101, toll free at 1-800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri 65102.

Also the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2nd floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1 573-751-4857.

1.5 Returned Check Charge

A service charge equal to \$25.00 will be assessed in accordance with Missouri law for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

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SECTION 2.0 - VERTICAL SERVICES CONCURRENCE

**Missouri Public
Service Commission**

REC'D DEC 10 1999

2.1 General Exchange Vertical Services

Except as set forth herein, the Company concurs in the applicable definitions, rules and regulations, including all footnotes thereto, of Southwestern Bell Telephone Company General Exchange tariff on file with and approved by the Public Service Commission of the State of Missouri, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates for General Exchange Vertical Services of SWBT. Rates for these services are set out in the following pages of this concurrence. The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

2.1.1 Applicability

This tariff applies to the Company's resale of telecommunications services within SWBT exchanges which are located within the Company's authorized territories within the State of Missouri.

2.1.1A. Taxes and Surcharges

The customer is responsible for the payment of any sales, use, gross receipts, excise, or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision, sale or use of network services. CNS will itemize taxes and surcharges as separate line items on the customer's bill. All charges and fees subject to the Commission's jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

**Missouri Public
Service Commission**
00 - 365
FILED JAN 28 2000

Issued: December 10, 1999

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Effective: [REDACTED]

JAN 28 2000

SECTION 2.0 - VERTICAL SERVICES CONCURRENCE, (CONT'D.)

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Service Commission

REC'D DEC 10 1999

2.1 General Exchange Vertical Services, (Cont'd.)

2.1.2 Residence Rates & Charges--EASYOPTIONSsm

- (A) **Per Line** - The additional monthly rate is applicable only when multiple services are ordered as specified in SWBT's General Exchange Tariff.

	<u>Fees Per Usage</u>		<u>Monthly Rate</u>		<u>S & E Charge⁽¹⁾</u>
	<u>Usage</u>	<u>Maximum</u>	<u>First</u>	<u>Additional</u>	
Calling Number Delivery ⁽⁹⁾			\$6.50	\$6.50	\$7.75
Calling Name Delivery ⁽⁹⁾			\$6.50	\$6.50	\$7.75
Call Return	\$0.54	\$4.32	\$3.50	\$3.50	\$7.75
Call Waiting ⁽²⁾			\$8.00	\$8.00	\$7.75
Call Blocker			\$3.00	\$2.10	\$7.75
Call Forwarding			\$3.00	\$2.10	\$7.75
Remote Access to					
Call Forwarding	\$0.75	\$6.00	\$1.00	\$1.00	\$7.75
Three Way Calling			\$3.00	\$2.10	\$7.75
Auto Redial	\$0.54	\$4.32	\$3.00	\$2.10	\$7.75
Priority Call			\$3.00	\$2.10	\$7.75
Speed Calling 8			\$3.00	\$2.10	\$7.75
Selective Call Forwarding			\$3.00	\$2.10	\$7.75
Verify per occasion			\$1.20		
Verify & Interrupt per occasion			\$1.85		

See footnotes in section 2.1.3

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Service Commission00 - 365
FILED JAN 28 2000

Issued: December 10, 1999

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Effective: [REDACTED]

JAN 28 2000

SECTION 2.0 - VERTICAL SERVICES CONCURRENCE, (CONT'D.)

Missouri Public
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REC'D DEC 10 1999

2.1 General Exchange Vertical Services, (Cont'd.)

2.1.2 Residence Rates & Charges--EASYOPTIONSSM, (cont'd.)

- (B) **Per Line** - The additional monthly rates specified above are not applicable when ordered with the following services.

	Monthly Rate	S & E Charge⁽¹⁾
Speed Calling 30 ⁽³⁾	\$6.55	\$ 7.75
Call Forwarding - Busy Line	\$0.75	\$ 7.75
Call Forwarding - Don't Answer	\$0.75	\$ 7.75
Call Forwarding - Busy Line/ Don't Answer	\$1.00	\$ 7.75
ComCall ⁽⁹⁾	\$2.00	\$ 7.75
Personalized Ring ⁽⁴⁾		
One Dependent DN	\$4.00	\$ 7.75
Two Dependent DN's		
1 st Dependent DN	\$4.00	\$ 7.75
2 nd Dependent DN	\$2.00	\$ 7.75
Simultaneous Call Forwarding	\$4.35	\$14.50

Per Successful Activation

Call Trace (8)* \$6.00

***Call Trace:** Customers receiving annoying or anonymous calls may request (1) a telephone number change which will be provided at no charge by the Company, or (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (*57) to automatically request that the following information be recorded: the originating telephone number, the date and time of the call, and the date and time Call Trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact the Company for further instructions. Activation of Call Trace never authorizes the Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

See footnotes in section 2.1.3

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Service Commission00-365
FILED JAN 28 2000

Issued: December 10, 1999

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Effective:

JAN 28 2000

SECTION 2.0 - VERTICAL SERVICES CONCURRENCE, (CONT'D.)

Missouri Public
Service Commission

REC'D DEC 10 1999

2.1 General Exchange Vertical Services, (Cont'd.)

2.1.2 Business Rates & Charges--EASYOPTIONSsm

- (A) **Per Line** - The additional monthly rate is applicable only when multiple services are ordered as specified in SWBT's General Exchange Tariff.

	<u>Fees Per Usage</u>		<u>Monthly Rate</u>		<u>S & E Charge⁽¹⁾</u>
	<u>Usage</u>	<u>Maximum</u>	<u>First</u>	<u>Additional</u>	
Calling Number Delivery			\$8.50	\$8.50	\$14.50
Calling Name Delivery			\$8.50	\$8.50	\$14.50
Call Forwarding			\$6.00	\$6.00	\$14.50
Remote Access to					
Call Forwarding			\$2.75	\$2.75	\$14.50
Call Waiting ⁽²⁾			\$8.00	\$8.00	\$14.50
Three Way Calling	\$0.75	\$6.00	\$4.00	\$2.50	\$14.50
Call Return	\$0.54	\$4.32	\$4.00	\$2.50	\$14.50
Auto Redial	\$0.54	\$4.32	\$4.00	\$2.50	\$14.50
Priority Call			\$4.00	\$2.50	\$14.50
Speed Calling 30			\$4.00	\$2.50	\$14.50
Selective Call Forwarding			\$4.00	\$2.50	\$14.50
Call Blocker			\$4.00	\$2.50	\$14.50
Speed Calling 8 ⁽³⁾			\$4.00	\$2.50	\$14.50
Verify per occasion			\$1.20		
Verify & Interrupt per occasion			\$1.85		

See footnotes in section 2.1.3

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Service Commission00-365
FILED JAN 28 2000

Issued: December 10, 1999

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Effective: [REDACTED]

JAN 28 2000

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SECTION 2.0 - VERTICAL SERVICES CONCURRENCE, (CONT'D.)

REC'D DEC 10 1999

2.1 General Exchange Vertical Services, (Cont'd.)

2.1.2 Business Rates & Charges--EASYOPTIONSsm, (cont'd.)

- (B) **Per Line** - The Additional monthly rates specified above are not applicable when ordered with the following services.

	<u>Monthly Rate</u>	<u>S & E Charge ⁽¹⁾</u>
Call Forwarding-Busy Line	\$3.00	\$14.50
Call Forwarding-Don't Answer	\$3.00	\$14.50
Call Forwarding-Busy Line/Don't Answer	\$4.00	\$14.50
Personalized Ring ⁽⁴⁾		
One Dependent DN	\$6.00	\$14.50
Two Dependent DN's		
1st Dependent DN	\$6.00	
2nd Dependent DN	\$2.00	
Simultaneous Call Forwarding	\$4.35	\$14.50 ⁽⁶⁾

	<u>Per Successful Activation</u>
Call Trace ⁽⁸⁾	\$6.00

See footnotes in section 2.1.3

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Service Commission
00 - 365
FILED JAN 28 2000

Issued: December 10, 1999

Robert W. Livingston
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Effective: January 24, 2000

JAN 28 2000

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SECTION 2.0 - VERTICAL SERVICES CONCURRENCE, (CONT'D.)

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2.1 General Exchange Vertical Services, (Cont'd.)

2.1.3 Footnotes

(A) Residential and Business Information

- (1) The Maximum Service and Equipment Charge per line is \$7.75 and \$14.50 respectively, except when the Simultaneous Call Forwarding service is established.
- (2) This rate is inclusive of the Cancel Call Waiting option where available.
- (3) Speed Calling 8 (business) and Speed Calling 30 (residence) are available only to existing customers at existing locations.
- (4) If Personalized Ring is ordered at the same time as another EASYOPTIONSsm service(s), the higher Service and Equipment Charge is applied.
- (5) This space is not used.
- (6) Applies in addition to the Service and Equipment Charge for other EASYOPTIONSsm services.
- (7) Not used
- (8) In addition, a Service Establishment Charge of \$2.00 applies.
- (9) Caller ID (Calling Number and Name delivery). This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the CPN of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, to the following entities for lines over which the of official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to carrier:

- (a) private, nonprofit, tax exempt, domestic violence intervention agencies and
- (b) federal, state, and local law enforcement agencies.

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SECTION 2.0 - VERTICAL SERVICES CONCURRENCE, (CONT'D.)

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2.1 General Exchange Vertical Services, (Cont'd.)

2.1.3 Footnotes, (cont'd.)

(A) Residential and Business Information, (continued)

(9), (continued)

The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call.

Line blocking customers can unblock their CPN information on a per call basis, at no charge by dialing an access code (*82 on their Touch Tone pad or 1 182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and or number to the called party by dialing an access code (#67 on their Touch Tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer-Owned Pay Telephone Service. If the Caller ID customer also subscribes to Anonymous call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

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00-363

FILED JAN 28 2000

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SECTION 2.0 - VERTICAL SERVICES CONCURRENCE, (CONT'D.)

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2.1 General Exchange Vertical Services, (Cont'd.)

2.1.3 Footnotes, (cont'd.)

(A) Residential and Business Information, (continued)

(9), (continued)

Telephone CPN information transmitted via Caller ID is intended solely for the use of the caller ID subscriber. The resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

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SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE

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3.1 Exchange Access Lines

Except as set forth herein, the Company concurs in the applicable definitions rules and regulations, including all footnotes thereto, applying to and governing Local Exchange telephone service (hereinafter referred to as Exchange Access Lines service) as set forth in the SWBT's Local Exchange tariff on file with and approved by the Missouri Public Service Commission, and in any amendments thereto authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates of SWBT for Exchange Access Line telephone services. Rates for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

**Missouri Public
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00 - 365
FILED JAN 28 2000

Issued: December 10, 1999

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2630 Fountainview, Suite 300
Houston, Texas 77057

Effective: [REDACTED]

JAN 28 2000

Missouri Public
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SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

REC'D DEC 10 1999

3.1 Exchange Access Lines, (Cont'd.)

3.1.1 Applicability

This tariff applies to the Company's resale of telecommunications services within SWBT exchanges which are located within the Company's authorized territories within the State of Missouri.

Exchange	R B	Exchange	R B	Exchange	R B	Exchange	R B
Adrian	A	Bloomsdale	A	Center	A	East Prairie	A
Advance	A	Blue Springs	D2	Chaffee	A	Edina	A
Agency	A	Bonne Terre	A	Charleston	A	Eldon	B
Altenburg-Frohna	A	Boonville	A	Chesterfield	B	Elsberry	A
Antonia	A	Bowling Green	A	Chillicothe	B	Essex	A
Archie	A	Bridgeton	D2	Clarksville	A	Eureka	A
Argyle	A	Brookfield	A	Claver	A	Excelsior Springs	B
Armstrong	A	Camdenton	B	Climax Springs	A	Fairgrove	C
Ash Grove	A	Campbell	A	Creve Coeur	D2	Farley	A
Beaufot	A	Cape Girardeau	B	Deering	A	Farmington	B
Bell City	A	Cardwell	A	DeKalb	A	Fayette	A
Benton	A	Carl Junction	A	Delta	A	Fenton	B
Belton	D2	Carrollton	A	DeSoto	B	Ferguson	D1
Billings	A	Carthage	B	Dexter	B	Fenton	B
Bismarck	A	Caruthersville	A	Downing	A		
Bloomfield	A	Cedar Hill	B	East Independence	D2		

Missouri Public
Service Commission
00-365
FILED JAN 28 2000

Issued: December 10, 1999

Robert W. Livingston
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2630 Fountainview, Suite 300
Houston, Texas 77057

Effective: [REDACTED]

JAN 28 2000

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SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

REC'D DEC 10 1999

3.1 Exchange Access Lines, (Cont'd.)

3.1.1 Applicability, (cont'd.)

Exchange	R B	Exchange	R B	Exchange	R B	Exchange	R B
Festus-Crystal City	B	Harvester	B	Kirksville	B	Manchester	B
Fisk	A	Hayti	A	Knob Noster	A	Marble Hill	A
Flat River	B	Herculaneum- Pevely	A	Lake Ozark- Osage Beach	B	Marceline	A
Florissant	D2	Hibgee	A	Ladue	D1	Marionville	A
Frankford	A	High Ridge	B	Lamar	A	Marshall	B
Fredericktown	B	Hillsboro	A	LaMonte	A	Marston	A
Freeburg	A	Holcomb	A	Lancaster	A	Maxville	B
Fulton	A	Hornersville	A	Leadwood	A	Mahlville	D1
Gideon	A	Imperial	B	Lee's Summit	D2	Meta	A
Gladstone	D1	Independence	D1	Liberty	D2	Mexico	B
Glasgow	A	Jackson	B	Lilbourne	A	Moberly	B
Grain Valley	A	Jasper	A	Linn	A	Monett	B
Gravois Mills	B	Joplin	B	Lockwood	A	Montgomery City	A
Gray Summit	A	Kansas City Metro	D	Louisiana	B	Morehouse	A
Greenwood	A	Kennett	B	Macks Creek	A	Nashua	D2
Hannibal	B	Kirkwood	D2	Malden	A	Neosho	B

Missouri Public
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FILED JAN 28 2000

Issued: December 10, 1999

Robert W. Livingston
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2630 Fountainview, Suite 300
Houston, Texas 77057

Effective January 21, 2000

JAN 28 2000

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Service Commission

SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

REC'D DEC 10 1999

3.1 Exchange Access Lines, (Cont'd.)

3.1.1 Applicability, (cont'd.)

Exchange	R B	Exchange	R B	Exchange	R B	Exchange	R B
Nevada	B	Poplar Bluff	B	St. Louis Metro	D	Tuscumbia	A
New Franklin	A	Portage DesSioux	A	St. Marys	A	Union	B
New Madrid	A	Portageville	A	San Antonio	A	Valley Park	B
Nixa	C	Puxico	A	Sappington	D1	Versailles	A
Oakville	D2	Qulin	A	Scott City	A	Vienna	A
Oak Ridge	A	Raytown	D1	Sedalia	B	Walnut Grove	A
Old Appleton	A	Republic	C	Senath	A	Wardell	A
Oran	A	Richmond	A	Sikeston	B	Ware	A
Overland	D1	Richwoods	A	Slater	A	Washington	B
Pacific	B	Risco	A	Smithville	A	Webb City	B
Parkville	D1	Riverview	D1	South Kansas City	D1	Webster Groves	D1
Patton	A	Rogersville	C	Spanish Lake	D2	Wellsville	A
Paynesville	A	Rushville	A	Springfield Metro	C	Westphalia	A
Perryville	B	Ste. Genevieve	A	Stanberry	A	Willard	C
Pierce City	A	St. Charles	B	Strafford	C	Wyatt	A
Pocohontas-New Wells	A	St. Clair	B	Tiffany Springs	D2		
Pond	A	St. Joseph	B	Trenton	A		

Missouri Public
Service Commission

00-365

FILED JAN 28 2000

Issued: December 10, 1999

Robert W. Livingston
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Houston, Texas 77057

Effective [REDACTED]

JAN 28 2000

SECTION 3.0 – EXCHANGE SERVICES CONCURRENCE
3.1 Exchange Access Lines, (Cont'd.)**3.1.2 Main Service - Business**

In addition to the rates and charges in (A) following, a monthly service fee of \$3.95 applies, per account.

(I)
(I)

(A) Rates and Charges ⁽⁶⁾

<u>Group</u>		<u>Flat Rate 1-Party</u>	<u>Message Rate 1-Party ⁽¹⁾⁽⁷⁾</u>	<u>Measured 1-Party ⁽⁷⁾</u>
A		\$16.85	\$14.55	\$ 9.30
B		\$23.10	\$17.95	\$12.70
C	Principal	\$25.70	\$19.75	\$14.50
C	Metropolitan Calling Area-1	\$28.00	\$24.10	\$15.45
D	Principal	\$33.55	\$23.70	\$18.45
D	Metropolitan Calling Area-1	\$35.00	\$24.50	\$19.25
D	Metropolitan Calling Area-2	\$36.95	\$25.55	\$20.30

Footnotes ⁽¹⁾⁽⁶⁾⁽⁷⁾ See Sheet 27 of this Tariff

Filed
MO PSC

Issued: January 13, 2003

Effective: February 13, 2003

Issued By: Robert W. Livingston, Chief Executive Officer
1250 Wood Branch Park Drive
Houston, Texas 77079

MOI0303

SECTION 3.0 – EXCHANGE SERVICES CONCURRENCE**3.1 Exchange Access Lines, (Cont'd.)****3.1.2 Main Service - Business**

In addition to the rates and charges in (A) following, a monthly service fee of \$3.95 applies, per account.

(1)
(1)

(A) Rates and Charges (6), (continued)

Group	Flat RateTrunk	1 st Message Trunk ⁽¹⁾	Add'l. Mess.Trunk	Multiline	Information Terminal
A	\$21.95	\$19.80 ⁽⁴⁾	\$9.30	\$21.95	\$21.95
B	\$30.05	\$23.20 ⁽⁴⁾	\$12.70	\$30.05	\$30.05
C-Principal	\$33.15	\$25.00 ⁽⁴⁾	\$14.50	\$33.15	\$33.15
C-Metropolitan Calling Area 1	\$36.45	\$30.50 ⁽⁴⁾	\$15.40	\$36.45	\$36.45
D-Principal	\$43.60	\$28.95 ⁽⁵⁾	\$18.45	\$43.60	\$43.60
D-Metropolitan Calling Area 1	\$45.50	\$29.75 ⁽⁵⁾	\$18.45	\$45.50	\$45.50
D-Metropolitan Calling Area 2	\$48.00	\$30.80 ⁽⁵⁾	\$18.45	\$48.00	\$48.00

(B) Footnotes

- (1) This service offering is subject to the availability of necessary facilities.
- (2) Not used
- (3) Not used
- (4) Includes allowance of 200 local messages; additional local messages of \$0.06
- (5) Includes allowance of 200 local messages; additional local messages of \$0.07
- (6) The rates for main service do not include a telephone instrument.
- (7) This service may be used with single-line telephone service, Key Telephone Systems, Communications Systems, Private Branch Exchange System, or any other type of terminal equipment, except coin telephone service.

Filed
MO PSC

Issued: January 13, 2003

Effective: February 13, 2003

Issued By: Robert W. Livingston, Chief Executive Officer
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Houston, Texas 77079

MOI0303

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REC'D DEC 10 1999

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FILED JAN 28 2000**

Issued: December 10, 1999

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Effective: [REDACTED]

JAN 28 2000

SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)**3.1 Exchange Access Lines, (Cont'd.)****3.1.3 Main Service - Residential**

In addition to the rates and charges in (A) following, a monthly service fee of \$3.95 applies, per account.

(I)
(I)

(A) Rates and Charges ⁽²⁾

Group	Flat Rate 1-Party	Message 1-Party ⁽³⁾	Flat Rate Trunk	Measured 1-Party ⁽³⁾
A	\$7.55	\$5.65	\$11.70	\$4.15
B	\$9.10	\$6.50	\$14.10	\$5.00
C-Principal	\$10.10		\$15.50	\$5.70
C-Metropolitan Calling Area 1	\$11.40		\$17.65	\$6.25
D-Principal	\$11.35	\$7.75	\$17.60	\$6.25
D-Metropolitan Calling Area 1	\$11.85		\$18.35	\$6.50
D-Metropolitan Calling Area 2	\$12.50		\$19.40	\$6.90

(B) Footnotes

(1) Not used

(2) The rate for main service does not include telephone equipment.

(3) Includes allowance of 20 local messages; additional local messages of \$0.10 each.

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SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)**3.1 Exchange Access Lines, (Cont'd.)**

In addition to the rates and charges following, a monthly service fee of \$3.95 applies, per account.

3.1.4 Optional Metropolitan Calling Area Service - as defined in SWBT's Local Exchange Tariff.

Calling Area	Residence	Business
Springfield MCA-2		
Flat Rate	\$11.45	\$21.75
Measured Rate	\$6.30	\$11.95
St. Louis/Kansas City MCA - 3		
Flat Rate	\$12.35	\$24.80
Measured Rate	\$6.80	\$13.65
St. Louis/Kansas City MCA - 4		
Flat Rate	\$21.55	\$46.75
Measured Rate	\$11.85	\$25.70
St. Louis/Kansas City MCA - 5		
Flat Rate	\$32.50	\$70.70
Measured Rate	\$17.90	\$38.90

Filed
MO PSC

Issued: January 13, 2003

Effective: February 13, 2003

Issued By: Robert W. Livingston, Chief Executive Officer
1250 Wood Branch Park Drive
Houston, Texas 77079

MO10303

SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

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3.1 Exchange Access Lines, (Cont'd.)

3.1.5 Non-Recurring Charges

	<u>Residence</u>	<u>Business</u>
(A) Charge to install main service access line, per access line ⁽²⁾	\$36.50	\$52.25
(B) Charge to change telephone number per access line	\$11.25	\$ 7.75
(C) Charge to change to or from flat, message or measured service, per access line	\$10.50	\$10.25
(D) Charge to change to or from Optional Measured Metropolitan Exchange Service, per access line	\$ 4.00	\$ 5.00
(E) Charge to change class or service, per access line ⁽¹⁾		
Residence to Business		
Business to Residence	\$11.25	\$12.25
(F) Charge to establish or rearrange hunting sequence, per access line	\$ 4.75	\$ 5.50
(G) Charge to change type of signaling supervision (loop start to ground start or vic-versa), per access line	\$ 5.50	\$ 5.50
(H) Charge to convert existing trunks (per trunk):	\$ 5.50	\$ 5.50

See footnotes in section 3.1.5.1 of this tariff.

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FILED JAN 28 2000

Issued: December 10, 1999

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Effective [REDACTED]

JAN 28 2000

SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

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3.1 Exchange Access Lines, (Cont'd.)

3.1.5 Non-Recurring Charges, (cont'd.)

(I) Footnotes:

- (1) Class of service denotes the use of the service, i.e., business or residence service.
- (2) Also applicable to the installation of digital Loop Exchange Access PBX Service, per each non-additive local exchange usage component specified in SWBT's General Exchange Tariff.

3.1.6 Hunting Line Service

(A) Charges per line

	<u>Monthly Rates</u>	<u>Non-Recurring Charge</u>
(1) Rotary	N/A	N/A
(2) Circle	\$0.85	\$3.25
(3) Preferential	\$2.80	\$3.25

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00-365
FILED JAN 28 2000

Issued: December 10, 1999

Robert W. Livingston
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Effective [REDACTED]

JAN 28 2000

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SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

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3.2 Operator service requirements:

- 3.2.1 Carrier will not knowingly bill for incomplete calls and will remove any charge(s) for incomplete calls upon subscriber notification or carrier's knowledge of the charge(s) for incomplete calls.
- 3.2.2 Carrier will advise the caller and billed party (if different from the end user) that Ciera Network Systems, Inc. (Carrier) is the operator service provider at time of the Initial contact.
- 3.2.3 Carrier will provide rate quotes, including all rate components and any additional charges, upon request, at no charge.
- 3.2.4 Carrier will allow only tariff charges approved by the commission, or otherwise allowed by law for the provision of operator services, to appear on billings rendered by local exchange companies (LEC's) on behalf of carrier and will not collect locations surcharges imposed by traffic aggregators.
- 3.2.5 Carrier will arrange for listing of its name on LEC's Billing of Carrier's charges, if the LEC has multi-carrier bill listing capability.
- 3.2.6 Carrier will employ reasonable calling card verification procedures which are acceptable to the companies issuing the calling cards. In order to control fraud, the Company may refuse to accept calling cards which it determines to be invalid or cards which it is unable to verify
- 3.2.7 Carrier will direct all "00-" and "0-" emergency calls to the local exchange carrier (LEC) at no charge, in the quickest manner possible so the call is routed to the appropriate local emergency provider.
- 3.2.8 Carrier's contracts with traffic aggregators will contain provisions which: (a) prohibit the blocking or access to an end user's interexchange carrier of choice and b) provide for the prominent posting or display, on or near the telephones to be utilized by end users, of material setting forth the name of the carrier, complaint procedures, instructions on reaching the LEC operator as well as other interexchange carriers, and procedures for emergency calls.
- 3.2.9 CNS's rates for operator services are found in CNS's interexchange tariff, P.S.C. Mo.No. 1, approved by and on file with the Missouri Public Service Commission and are incorporated herein by reference.

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FILED JAN 28 2000

Issued: December 10, 1999

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Houston, Texas 77057

Effect

JAN 28 2000

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SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

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3.3 Directory Services

Except as set forth herein, the Company concurs in the applicable definitions, rules and regulations, including all footnotes thereto applying to and governing Directory Assistance Services as set forth in SWBT's applicable tariff on file with and approved by the Missouri Public Service Commission, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates for Directory Assistance Services of SWBT. Rates for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

3.3.1 Applicability

This tariff applies to the Company's resale of telecommunications services within SWBT exchanges which are located within the Company's authorized territories within the State of Missouri.

Residence customers are entitled to one listing in the white pages directory and Business customers are entitled to one white pages listing and one yellow pages listing. Additional listings, customized listings and advertising are available at additional charge. Listing are made available through SWBT. The Company concurs in the rules and regulations, including all footnotes thereto, applying to and governing Directory Listing Services as set forth in the SWBT tariff on file with and approved by the Public Service Commission of the State of Missouri, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law.

3.3.2 Rates for Additional Listings

	<u>Monthly</u>	<u>Non-Recurring Charge</u>
Business	\$2.45	\$9.50
Residence	\$1.60	\$6.00

3.3.3 Rates for Non-Published Listings

	<u>Monthly</u>	<u>Non-Recurring Charge</u>
Residence	\$1.60	\$6.00

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FILED JAN 28 2000

Issued: December 10, 1999

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SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

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3.4 DID Services

Except as set forth herein, the Company concurs in the applicable definitions, rules and regulations, including all footnotes thereto, applying to and governing DID Services as set forth in SWBT's applicable tariff on file with and approved by the Missouri Public Service Commission and any amendments thereto as authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates for DID Services of SWBT. Rates for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

3.4.1 Applicability

This tariff applies to the Company's resale of telecommunications services within SWBT exchanges which are located within the Company's authorized territories within the State of Missouri.

3.4.2 Rates

(A) Direct Inward Dialing Service to Customer Premises-Located Switching Systems:

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>	<u>Service & Equipment Charge</u>
First 100 Direct Inward Dialing Numbers assigned, (NEB)	\$23.50	\$165.00	\$5.50
Each additional 100 Direct Inward Dialing numbers assigned over the initial block of 100 numbers (NEC)	\$23.50	\$165.00	\$5.50
First 10 Direct Inward Dialing Numbers Assigned (NDZ)	\$ 5.00	\$165.00	\$5.50

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FILED JAN 28 2000

Issued: December 10, 1999

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Effective: [REDACTED]

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SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D.)

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3.4 DID Services, (Cont'd.)

3.4.2 Rates, (cont'd.)

(A) Direct Inward Dialing Service to Customer Premises-Located Switching Systems:, (continued)

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>	<u>Service & Equipment Charge</u>
Each additional 10 Direct Inward Dialing numbers assigned over the initial block of 10 Numbers(NDA)	\$ 5.00	\$10.00	\$5.50
Direct Inward Dialing Trunk Termination: ⁽¹⁾			
- With Dial Pulse (DP) signaling per trunk (NDT)	\$47.10	\$15.75	\$5.50
With Multi-Frequency (MF) Signaling Per Trunk (NTP).	\$47.10	\$15.75	\$5.50
With Dual Tone Multi-Frequency (DTMF) Signaling Per Trunk (NMD)	\$47.10	\$138.00	\$5.50

⁽¹⁾ Installation Charge does not apply when customer moves service within the same central office and there is no telephone number change.

Missouri Public
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FILED JAN 28 2000

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Issued: December 10, 1999

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JAN 28 2000

SECTION 3.0 - EXCHANGE SERVICES CONCURRENCE, (CONT'D)

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3.5 AIOD Services

3.5.1 Automatic Identified Outward Dialing Service From Customer Premises Located Switching Systems:

	<u>Monthly Rate</u>	<u>Complex Installation/ Move Charge</u>	<u>Services and Equipment Charge</u>
Automatic identified Outward Dialing Service for the first 10 Trunks or Network Access Lines in a group, minimum charge (NDK). ⁽¹⁾	\$345.75	\$262.50	\$5.50
Automatic Identified Outward Dialing Service for the 11th through the 50th trunk or Network Access Line in a group, per trunk or Network Access Line (NDL)	\$ 27.15	\$ 26.25	\$5.50
Automatic Identified Outward Dialing Service for the 51 st trunk or Network Access line in a group and each subsequent trunk or Network Access Line in a group, Per Trunk or Network Access line (NDM)	\$ 27.15	\$ 26.25	\$5.50

⁽¹⁾ Installation Charge does not apply when customer moves service within the same central office and there is no telephone number change.

Missouri Public
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00-365

FILED JAN 28 2000

Issued: December 10, 1999

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Effect

JAN 28 2000

SECTION 4.0 - MISCELLANEOUS SERVICE OFFERINGS

REC'D DEC 10 1999

4.1 Miscellaneous Service Offerings

Except as specified herein, the Company concurs in the applicable definitions, rules and regulations, including all footnotes thereto, applying to and governing the following Miscellaneous services as set forth in the SWBT General Exchange Tariff on file with and approved by the Missouri Public Service Commission, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law. The Company does not concur in the rates for the following Miscellaneous Service Offerings of SWBT. Rates for these services are set out in the following pages of this concurrence.

The Company reserves the right to cancel and make void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

4.1.1 Applicability

This tariff applies to the Company's resale of telecommunications services within SWBT exchanges which are located within the Company's authorized territories within the State of Missouri.

4.1.2 Hotline/Warmline

The following rates apply in addition to the established rates for the access line and any other associated services.

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>	<u>Service & Equipment Charge</u>
Hotline	\$10.00	\$50.00	\$5.00
Warmline	\$10.00	\$50.00	\$5.00

4.1.3 Customer Initiated Suspension and Restoral Service

	<u>Residence</u>	<u>Business</u>
Service & Equipment Charge	\$17.25	\$20.50

4.1.4 Toll Services

CNS's rates for toll services are found in CNS's interexchange tariff, P.S.C. MO. No. 1, approved by and on file with the Missouri Public Service Commission and are incorporated herein by reference.

Missouri Public
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FILED JAN 28 2000

Issued: December 10, 1999

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JAN 28 2000

SECTION 5.0 – OPERATOR'S SERVICES

REC'D DEC 10 1999

5.1 Local Operator Assistance

A. Description

The telephone Company furnishes local assistance by a Telephone Company-provided operator or the automated Interactive Voice Systems (IVS) whereby customers may request assistance in: dialing a local number, requesting a local person-to-person call; billing a local call to a Telephone Company calling card, to a third number or collect.

B. Regulations

The rates set forth in Paragraph 5.1.,C., following, apply to local operator assistance requests originating for all classes and grades of service.

These definitions of Operator Service Charges are found in SWBT's Long Distance Message Telecommunications Service Tariff, P.S.C. Mo.-No. 26.

C. Rates

<u>DESCRIPTION</u>	<u>Non-payphone(2) RATE</u>	<u>Payphone(2)(3) RATE</u>
<u>Station-to-Station Service</u>		
<u>Calling Card</u>		
Non-Automated	\$1.10	\$1.10
Semi-Automated	.65	.65
Fully-Automated	.35	.35
<u>Collect</u>		
Non-Automated	\$1.10	\$1.10
Semi-Automated	.90	.90
Fully-Automated	.70	.70
<u>Billed to a Third Number</u>		
Non-Automated	\$1.10	\$1.10
Semi-Automated	.90	.90
Fully-Automated	.70	.70
<u>Sent-Paid</u>		
Non-Automated	\$1.10	\$1.10
Semi-Automated	.90	.90

Issued: December 10, 1999

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Effective

Missouri Public
Service Commission
00 - 365
FILED JAN 28 2000

Automated

REC'D DEC 10 1999

PERSON-TO-PERSONSERVICE (1)

Non-Automated	\$2.40	\$2.40
Semi-Automated	2.00	2.00

SECTION 5.0 – OPERATOR'S SERVICES

5.2 Local Operator Assistance – (Continued)

C. Rates – (Continued)

- (1) Person-to-Person service may be billed to a calling card, billed to a third number, or billed as collect at no additional charge.
- (2) Payphone rates apply to all pay type telephones that accept coins, or are coinless, or have a card reader, or a combination of a coin accepting/card reader telephone. Non-payphone rates apply to all other types of calls. This operator services offering will comply with the Commission's decision in Case No. TA-88-218.
- (3) For local calls from pay telephones, a \$.25 charge applies in addition to the pay telephone rate listed.

Missouri Public
Service Commission
00-365

FILED JAN 28 2000

Issued: December 10, 1999

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JAN 28 2000

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REC'D DEC 10 1999

SECTION 5.0 – OPERATOR'S SERVICES

5.3 Local Operator Assistance – (Continued)

D. Exemptions

1. Those customers whose physical, visual, mental or reading disabilities prevent them from completing local calls without an operators assistance are to be exempted from the charges in Paragraph 5.1.C., above.
2. Local calls originating from manual mobile and marine stations are to be exempted from the charges specified in Paragraph 5.1.C., above.
3. Local calls established by an operator due to trouble in the network.

**Missouri Public
Service Commission**
00-365
FILED JAN 28 2000

Issued: December 10, 1999

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Effective January 24, 2000

JAN 28 2000